

Daily AM Checklist

- 1) Around 5/5:30am - Check flower arrangements
- 2) Restock Refrigerator and Dry storage(Check Stock Sheets)
- 3) 6:00-6:30am Prepare coffee and muffin. The tray should have the following:
 - Knife, Fork, Coffee Spoon
 - Napkin
 - Tall glass of chilled water
 - French Press Coffee (8 scoops of ground coffee)
 - Coffee cup (warmed)
 - Pitcher of warm half and half
 - Sweet and low (1 packet)
 - J.E. Muffin warmed in microwave, about 25 seconds. (top only)
 - "I can't believe its not butter" spray (make sure bottle is full)
- 4) Put out snacks and cookies by 7:00am
- 5) J.E. breakfast without guests (served after coffee and muffin)
 - Place settings with appropriate flatware and cloth napkin
 - Eli's 7 grain toast (toasted dark)
 - Usually eggs of some sort
- 6) J.E. breakfast with guests
 - Always offer guest water and beverage
 - Have coffee cups and hot water ready
 - Have coffee ground
 - Assorted fruits in bowls with serving utensils
 - Assorted spreads (butter, cream cheese, vegetable cream cheese, assorted jams)
 - Bialys and bagels

Daily Midday Checklist

- 1) Replenish snacks and cookies throughout the day (always trying to alternate cookies).
- 2) Restock Refrigerator and Dry storage(Check Stock Sheets)
- 3) Lunch – served per JE's request, time varies from day to day.
- 4) Guests – always offer a beverage to guests who arrive. Item should be served on a tray with napkin and appropriate silver.
- 5) Around 2pm (depending on JE) – Prepare afternoon coffee service. The silver tray with lining should have the following:
 - Spoon
 - Napkin
 - Tall glass of chilled water
 - French Press Coffee (8 scoops of ground coffee)
 - Coffee cup (warmed)
 - Pitcher of warm half and half
 - Sweet and low (1 packet)

As of 5/17/12

Daily Evening Checklist

- 1) Replenish snacks and cookies throughout the day (always trying to alternate cookies).
- 2) Prepare for dinner – hold staff meeting 2 hours prior to dinner service (if JE wants to eat at 6pm, then meeting will be at 4pm). Discuss service, party size and guests, entire menu for evening etc.
 - Pull and polish all plates for dinner
 - Set up coffee for # in party (heat water, pre-grind coffee)
 - Set table
 - Set flower arrangements
- 3) Post dinner
 - Clear Table
 - Clean Kitchen and wash all dishes
 - Replenish and check snacks and cookies
- 4) Every evening at 7pm, must place a hot water bottle on the mattress under the covers.
 - A bottle of water is placed on each nightstand.
 - Check the refrigerator in master bedroom. It should be stocked daily.
 - Beside each phone, there must always be a selection of reading glasses (prescription of 3.5) with a large and small note pad, pens and pencils. Glasses should be checked daily and cleaned if needed.

As of 5/17/12

Kitchen Stock Checklist

A. Dry Goods – Must Always be Stocked

1. Seven Grain Bread (Eli's/Eat's 81st & Madison)
2. Bagels
3. Bialys
4. Cookies, Assorted (chocolate chip, pistachio, peanut butter, coconut, etc..)
5. Fruit, Assorted (include pineapple, banana, apple, nectarines and oranges)
6. J.E.E. Muffins (make mix day ahead, recipe to follow)
7. Chocolate Bars, 70% & 80% Cocoa
8. Tea, loose

B. Refrigerator. Must Always be Stocked

1. Milk: Skim, 1% and Whole
2. Fat Free Half & Half
3. Regular Half & Half
4. European Butter (Lurpak, Plugra, etc) & I Can't Believe It's Not Butter "Spray"
5. Fruit Preserves, Bonne Maman variety, assorted
6. Regular Cream Cheese & Vegetable Cream Cheese
7. Orange Juice, Freshly Squeeze
8. Grapefruit Juice, Freshly Squeezed
9. Cranberry Juice
10. Assorted Low Fat & Fat Free Yogurt & Greek Yogurt (Total)
11. Smoke Salmon
12. Prosciutto di Parma
13. Honey Cured Ham
14. Swiss Cheese
15. Provolone Cheese
16. Dijon Mustard
17. Mayonnaise
18. Coffee – Illy Coffee, Red Can
19. Tomatoes, Vine Ripened
20. Dill
21. Parsley
22. Avocado
23. Lemon
24. Simply Syrup (for iced coffee & tea)

Coffee Service

A. Morning – Daily 6:00-6:30am

1. Prepare coffee and muffin. The tray should have the following:
2. Knife, Fork, Spoon
3. Napkin
4. Tall glass of chilled water
5. Coffee cup (warmed)
6. Pitcher of warm half and half
7. Sweet and low (1 packet)
8. J.E. Muffin warmed in microwave, about 25 seconds. (top only)
9. "I can't believe its not butter" spray (make sure bottle is full)

B. Afternoon - Around 2pm (depending on JE)

- Prepare afternoon coffee service. The silver tray with lining should have the following:
 1. Spoon
 2. Napkin
 3. Tall glass of chilled water
 4. French Press Coffee (8 scoops of ground coffee)
 5. Coffee cup (warmed)
 6. Pitcher of warm half and half
 7. Sweet and low (1 packet)

J.E.E. Muffin Recipe

A. Ingredients

1. 4 extra large eggs
2. 3 cups Dark brown sugar
3. $\frac{3}{4}$ cup Olive Oil
4. 4 cups Digestive Bran
5. 5 cups Whole Wheat Flour
6. $\frac{1}{2}$ cup Ground Flax Seed Mixture
7. $\frac{1}{2}$ cup Flax Seeds
8. 5 tsp. Baking Soda
9. $\frac{1}{4}$ tsp. Salt
10. 1 cup Raisins
11. 4 cups Whole Milk
12. 1 tsp. Vanilla Extract

B. Muffin Topping: combine chopped pecans, walnuts and almonds, wheat germ, flax seeds and brown sugar.

C. Procedure

1. In a large bowl combine, bran, flour, flax seeds, baking soda and salt.
2. Beat eggs and sugar in the bowl of an electric mixer until thick and creamy.
3. Add oil to egg/sugar mixture and mix to combine.
4. Combine milk and vanilla and set aside.
5. Add flour and milk mixtures to egg/sugar mixture, alternating additions until combined. Do NOT over beat mixture.
6. Add Raisins and stir unincorporated.
7. Pour mixture into an airtight plastic container and store in the refrigerator for 24 hours before using.
8. Grease large muffin tin with Pam Spray.
9. Fill tins to the top with mixture and top with chopped nut/sugar/flax.
10. Bake at 350 degrees F. for 35-45 minutes.
11. Raw mixture will keep in the refrigerator for 30 days.

As of 5/17/12

Trash Service (I included in manual, not sure if you want it twice).

1. Pick up days: Monday, Wednesday and Friday
 10. Monday: Regular Garbage, Black Bags
 11. Wednesday: Regular Garbage, Black Bags
 12. Friday: Regular Garbage, Black Bags & Recycling, Blue Bags: paper, cardboard and bottles.
2. Trash must be "put out" the night before (Sunday, Tuesday and Thursday)

JE Training Manual

A. Service Philosophy

- a. Always think - What would you do before, during and after a guest stayed with you to make the experience memorable and positive?
- b. Always do what you can before, during and after a person's stay to make the experience the best it can be.
- c. Teamwork is essential: ask for help when we need it. We work as a team and should always be looking to each other to do the best job collectively.
- d. **Devotedly conscientious:** to be passionate about doing all the little things right, even when no one is watching. This means checking the flower vase on the table to see if the flower is still vibrant and whether or not the water needs to be changed, because it is not crystal clear. It also means, meticulously inspecting glassware that comes out of the dishwasher to ensure it is free of chips, lipstick marks and food particles.
- e. We sometimes refer to this as *Murphy's Law*. When one thing goes wrong or one detail is missed, the Guest experience suffers and the Guest begins to look for other things that are wrong to validate their negative opinion. Conversely, when things go well and details are attended to, the Guest begins to relax and their focus shifts from how we are doing our jobs to their company at the table.
- f. **Continuously hardworking:** to constantly show up and engage 100% in whatever you are doing. When everyone is doing this, we are working smarter, not harder. We have fewer mistakes and have more positive energy on the team and with our Guests.
 - i. Continuously hardworking also means that we are consistent and 100% with all the service points no matter what time of day it is.
- g. **Artfully attentive:** to be focused on what is needed at the moment and to do so unobtrusively and with ease. This means, as a server, I know when my table needs me and I know when they do not.

B. The Pre-Dinner Meeting

- a. This meeting is at time for everyone to get together and prepare mentally for the afternoon/evening ahead. This meeting consists of several training components and exercise, including the menu for the day. This meeting will usually occur 2 hours prior to that evening's dinner.

C. Steps of Service

- a. **Friendly and Enthusiastic** – the first step in hospitality is simply to be nice.
 - i. Disappearing during any meal period is unacceptable. If you need to leave for any reason, you are required to check with the team first.

- b. Side work** – complete all your side work. Side work makes the house run smoothly. Not doing side work creates problems. Imagine you have Guests coming to your home for a party.
- i. If you do not get your side work complete on time, you put others behind and that might cause back –ups or delays.
 - ii. Clean as you go. Clean the trays, floors, reach-in coolers, and other areas you work in as you go. Cleaning as you go keeps the mess to a minimum and keeps the noise in the house down as well.
 - iii. You must always set up for the next meal. Breakfast for lunch; lunch for dinner; dinner for breakfast.
- c. Down Time**
- i. While it doesn't happen often, sometimes throughout the day there are slow periods. This is an opportunity to prepare for the next shift. No one should be reading a newspaper in the kitchen. There is always something to clean.
- d. Running and Serving Food**
- i. You are the last person to see the plate before it goes to the Guest. It is up to you to make sure the plates look great. Stop the delivery if the plate is not perfect. The chef will respect your attention to detail.
 - ii. Before leaving the kitchen, make sure that the rims of all plates are clean, **if necessary wipe them.**
 - iii. Never place thumbs on the rim of the plate. Your thumb should be tucked under the rim, using the base of your thumb to hold plate.
 - iv. When carrying plates to the table, be sure you don't spill sauces off your dish, on sides of plates, or soup in bowls. If this does happen be sure to wipe the plate/bowl with your clean napkin, prior to serving. Never spill any sauce on a guest.
 - v. JE will always be position one and the seat numbers will go clockwise, there can be any number of positions from 1 – 10 depending on the size of the party, this will help server/chef communication on who gets what dishes.
 - vi. Try to always serve from the left with the left hand. If this isn't possible and you must serve from the right, use the right hand. It is important to remember never to give a guest your elbow; instead, in theory, remember to always "hug" the guest. In other words, left side = left hand: right side= right hand.
 - vii. Soup is always served on the right with the right hand and is poured into the soup bowl, away from the Guest.
 - viii. After serving the table, pause for a moment to make sure all Guests received the proper dishes. Do not run away. Be sure to look to the right and to the left to be sure the Guest has all proper silverware.
 - ix. If a Guest, upon receiving his/her food, has a problem, immediately alert the Chef and take their food back to the kitchen.
 - x. Always serve glasses from the base or stem when placing them on the table.

e. Cleanliness

- i. Ensure that everything is perfect, pictures are hanging correctly, flowers are clean and fresh, banquettes and chairs are free of crumbs, debris, stains and scratches, and are in good repair. Please notify management of anything in need of repair.

f. Trash and Recycling Procedures

- i. You are responsible for setting up the recycling bins to expedite the recycling process. All receptacles should be lined with appropriate garbage bags.
- ii. Pick up days: Monday, Wednesday and Friday
 - i. Monday: Regular Garbage, Black Bags
 - ii. Wednesday: Regular Garbage, Black Bags
 - iii. Friday: Regular Garbage, Black Bags & Recycling, Blue Bags: paper, cardboard and bottles.
 - 1. Trash must be "put out" the night before (Sunday, Tuesday and Thursday)

g. Insects and Flies

- i. If you ever see insects of any type, flying or crawling, in any part of the House please inform management.

D. Step 1: Preparing to be a Professional Server

a. Professional Language

- i. Address your Guest as sir or ma'am or better yet, Mr./Mrs./Ms./Dr. etc and his/her surname. We do not refer to a Guest by his/her first name because it sounds casual and informal.

b. Body Language

- i. Even though you may be busy, you always want to appear graceful and calm everywhere in the House. Refrain from touching your face or hair. Refrain from scratching any part of your body.

c. Appearance – Sharp and Professional

- i. Arrive to work looking sharp and professional. Your appearance is the Guest's first impression of you, your service and your overall attitude. We've established appearance standards that will create positive first impressions. You are responsible for understanding and upholding the dress code and appearance standards. If you have any questions, please ask.

d. Telephone Etiquette

- i. Telephones should always be answered within three rings and should always be answered in a friendly, calm, upbeat voice using the following verbiage:

1. ????????????

E. Step 2: Greet and Seat

- a. Just like you would welcome Guests to your home. Greeting sets the tone and enables the Guest to feel welcomed, cared for and comfortable.
- b. When you approach the table –

- i. Take the Guests drink order, water, wine or beer etc.
- c. Allergies – depending on the event and Guests, inquire if there are any allergies so that the Chef may prepare their dishes accordingly.

F. Step 3: Service and Maintenance

- a. Just as you would with special Guests in your home, you anticipate needs, ensure everyone has what they requested, **keep beverages full** and pick up dirty dishes, glasses and other finished items or debris. Should anyone spill anything, just like at home, you quickly and discreetly clean the area and replenish what has been spilled. Service and Maintenance involves being observant, anticipating needs, thinking ahead and staying organized.
- b. **Table Marking**
 - i. Tables are to be set with the appropriate flatware and replaced as needed. We bring silverware and accompaniments **before** the next course is served. It is considered bad service for a Guest to have food in front of them and not have silverware or accompaniments. Clean silverware is to be brought on a clean, organized mis-en-place plate and never in your hands.
 - 1. Any silverware that is on a dirty plate is always removed and replaced with a clean utensil. It should **never** be removed from the dirty plate and placed back on the table.
- c. **Crumbing**
 - i. Is the table neat and clean? Need to be crumbed?
 - 1. Crumb the table with a clean, straight crumber.
 - 2. Empty crumbs onto a plate, not your hand.
 - 3. Crumb in between courses or even just if bread has scattered around the table.
 - 4. If the table does not have a tablecloth, crumb with a rolled up napkin onto a B&B plate.
 - 5. Remove all excess glassware, silver, plates etc each time you are at the table.
 - 6. If the tablecloth is stained or is soiled, lay a clean napkin over the soiled are.
- d. **Water**
 - i. Do all Guests have water and are all glasses full?
 - ii. If you go to the table, say to yourself – Beverage, Crumb and Water, you will be meeting most of the needs the Guest has. All other service points will fall into place if you are touching these essential areas and marking your tables.
- e. **Serving**
 - i. The actual serving of food and beverage is a critical point in the dining experience. Below are the standards that ensure this perception is managed well:
 - 1. Always serve ladies first, when possible.

2. Always serve beverages and liquids, such as soup, from the right and all solid food items from the left. (All clearing is done from the right)
3. Always use a tray when carrying drinks and clearing glassware from tables.
4. Always serve glasses from the base or stem when placing them on the table.
5. Never place thumbs on the rim of the plate. Your thumb should be tucked under the rim, using the base of your thumb to hold plate.

f. The Million Dollar Deal

- i. When it's time to serve food, refill beverages and clear dishes, do so quickly and quietly, careful not to interrupt or distract the conversation. When serving food, place the items without touching any of the belongings on the table. If you need space to accommodate a plate, politely announce, "I'm going to make room for your entrée." Then quickly move or remove the dishes not being used.
- ii. Do not touch or move personal items, i.e. purses, cell phones, papers etc. If you don't have space to serve because of the Guest's personal items, politely ask the Guest to move the items: "Please excuse the interruption. May I ask you to move your Blackberry to make room for your (name of dish)? Thank you."

g. Determining Satisfaction

- i. Our standard for checking back during and after each course to determine the Guests' satisfaction is within 2-3 minutes of serving the course to the Guest.

h. Clearing

- i. The clearing of tables is another critical point in the dining experience. Tables should be cleared within two minutes from when the last person finished eating. Below are some standards that ensure this perception is managed well:
 1. Never clear the table until all Guests are finished, **unless asked to do so.** However, if a Guest has pushed their plates to the center or side, remove the dishes quickly and quietly.
 2. Clear from the right with the right hand.
 3. Always pick up glasses from the base or stem.
 4. Never clear partially filled wine glasses without asking if the Guests are finished.
 5. You do not have to wait until the last piece of the meal is finished. Be aware of your Guests' meals and notice if they have not eaten anything off their plates in the last three to four minutes. If so, ask, "Are you finished? May I clear your plate?"

6. Always look at finished plates – items not eaten may indicate dissatisfaction.
7. Keep noise to a minimum; be careful and quiet when clearing dishes.
8. Never stack plates on the table. It doesn't look good to the Guest. Stack them on your arm.
9. Never scrape food from one plate to another whether it is on the table or on your arm. It's considered improper because it looks unappealing and unappetizing to the Guest.
10. After entrees, remove everything including salt and pepper, leaving only water glasses, any beverage glasses and teaspoons.
11. Crumb to tablecloth. If the table does not have a tablecloth, crumb into a rolled up napkin onto a B&B plate. Do not crumb into your hand or onto the floor.

G. Beverage Service

- a. **Coffee Service-** (the cup and saucer with cup angled to 3 o'clock and teaspoon on the saucer at 4 o'clock)
 - i. **Morning** - Daily between 6:00-6:30am, prepare coffee and muffin. The tray should have the following:
 1. Knife, Fork, Spoon
 2. Napkin
 3. Tall glass of chilled water
 4. Coffee cup (warmed)
 5. French Press Coffee (8 scoops of ground coffee)
 6. Pitcher of warm half and half
 7. Sweet and low (1 packet)
 8. J.E. Muffin warmed in microwave, about 25 seconds. (top only)
 9. "I can't believe its not butter" spray (make sure bottle is full)
 - ii. **Afternoon** - Around 2pm (depending on JE)
 1. Prepare afternoon coffee service. The silver tray with lining should have the following:
 2. Spoon
 3. Napkin
 4. Tall glass of chilled water
 5. French Press Coffee (8 scoops of ground coffee)
 6. Coffee cup (warmed)
 7. Pitcher of warm half and half
 8. Sweet and low (1 packet)
- b. **Tea Presentation**
 - i. We always use loose tea.
 - ii. Cup and saucer with lemon wedges
 - iii. Creamer

- iv. Sugar caddy
- v. Honey upon request

c. Iced Tea

- i. Spoon
- ii. Simple Syrup
- iii. Lemon wedge

d. Iced coffee

- i. Spoon
- ii. Simple syrup
- iii. Cold milk

e. Wine

- i. Drinking wine is a sensual experience, one that you, can greatly enhance. Carry wine with style and grace, cradling the wine when you hold it. Treat it respectfully, as it were a special honor or reward.
 1. Before serving the bottle, check to make sure the table has the correct glassware. If the bottle is the second bottle for the table, make sure that you have brought a clean tasting glass for the host.
 2. **Always** open sparkling wine with a cloth napkin. Keep your hand on the cork at all times while opening sparkling wine.
 3. Use your wine napkin to wipe the neck of the bottle.

f. Appropriate Glassware

- i. Wine glasses – for wine (both red and white) and bottled water
- ii. Water glasses – tap water, juice without ice and mixed cocktails
- iii. Beer/Soda glasses – beer, soda and juice with ice.
- iv. Rock glasses – drinks on the rocks/"neat" (no ice) and shots
- v. Brandy snifters – brandy, cognac, cordials, liqueurs, grappa
- vi. Martini glasses – straight up martinis, cosmopolitans, manhattans, poured three-fourths
- vii. Champagne glasses- champagne, sparkling wines & kir royal
- viii. Port glasses- for port, dessert wines

H. **Health & Safety-** food safety is important to all of us and our Guests. As an employee, there are three general areas where you can help keep food safe.

- a. **Healthy workers:** Good personal hygiene involves maintaining personal cleanliness, following hand washing procedures and implementing sanitary work practices when working with food and food contact equipment. Wash your hands after activities when they become contaminated.
- b. **Safe temperature:** Cold food is held below 40 degrees F and hot food is held above 140 degrees F. Holding food in this range and following standards for cooking and cooling will help control the growth of microorganisms in food, which cause food-borne illnesses. Confirm refrigeration thermometers read below 40 degrees to keep food safe.
- c. **Food protection:** Food may become contaminated if exposed to hazardous conditions including using dirty equipment or utensils,

exposure to a sick or infectious person, or through improper storage practices. Keep food and food-contact equipment protected and clean during storage, preparation, display and service.

d. General food safety standards:

- i. Wash your hands after using the restroom, touching your face, hair or other body areas and activities that can cause contamination. Remember the 20 second rule.
- ii. Keep foods fresh using first in, first out (FIFO) rotation. Confirm all foods, including dry, have a received date, preparation date or expiration date. Have foods stored with the oldest date in front of the newest product. Discard outdated products.
- iii. Protect foods during storage using tight – fitted lids on containers to store open food. Cover foods under refrigeration or freezer with plastic wrap or container covers to protect from cross contamination. Protect ice by using scoops and having ice for consumption bins only (no storage in ice bins).
- iv. Prevent cross contamination by following proper storage sequence of potentially hazardous food, keep foods covered, use sanitizing solution on counters, cutlery and food –contact equipment during preparation activities.
- v. Confirm all food-contact equipment is stored clean and organized. For example, utensils, chopsticks, speed pours and linen are held separate from matches, paper products, candles etc.
- vi. Always discard food from a Guest after clearing.
- vii. Store cleaning chemicals in the designated storage area.